COTS Applications Technology Roadmap — November 2021

Vendor	Application Name	App Version	Release	Current Classification	N / N-1	General Availability	Projected	Approved	Divest: Plan	Divest: Execution	Prohibited	Vendor End of Support	References	Notes
Microsoft	Microsoft 365 (Formerly Office 365)	Moving to the cloud means you no longer control the upgrade, patching, and feature rollout schedule of your enterprise systems.		Approved	N	7/10/2017	N/A	2/1/2018	N/A	N/A	N/A	N/A	https://docs.google.com/spreadsheets/d/1TmrPL2x1o919na_s5_hVA2PUQ5ID62NEB9ZFyqhX6Po/edit#gid=0 https://www.microsoft.com/en-us/microsoft-365/roadmap?filters=GCC https://en.wikipedia.org/wiki/Microsoft_365 https://www.pcmag.com/news/microsoft-updates-office-365-for-business-adds-new-plans	**EA direction** is to continue with Microsoft 365 in fulfillment of commonwealth cloud objectives. Microsoft 365 is a bundled suite of SaaS applications and services that businesses can subscribe to. A more robust offering than the similarly named Office 365, Microsoft 365 offers Windows 10, Office 365, and Enterprise Mobility + Security, all packaged together. Note - continuous updates occur when using the cloud therefore no update lifecycle is provided for Microsoft 365. **Moving to the cloud means you no longer control the upgrade, patching, and feature rollout schedule of your enterprise systems.** https://www.jumpto365.com/blog/how-to-stay-up-to-date-with-office-365-life-cycle-changes Availability of new features is dependent your organizations Release Preferences. https://www.technologytobusiness.com/microsoft-office-365/july-2019-microsoft-365-roadmap-office-365 From 07/27/2020 to 08/02/2020, 151 Microsoft 365 Roadmap Items were changed and 43 Microsoft 365 Roadmap Items were added. https://app.cloudscout.one/2020/2020-cw-31-microsoft-365-roadmap-changes/
Microsoft	Dynamics 365 Formerly Dynamics CRM	2021 Release Wave 2		Projected			11/30/2021						https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave2/finance-operations/dynamics365-finance/get-started https://dynamics.microsoft.com/en-us/roadmap/overview/	**EA direction** is to continue with Dynamics 365 by upgrading to the newest approved release. It is unclear as of Oct-28-2021 whether the Wave 2 was actually released given only July 2021 information talking about the "October" release. Keeping this in projected for now with anticipation of updating at the next roadmap update timeframe.
		2021 Release Wave 1		Approved	N	4/1/2021		6/1/2021	4/1/2022	5/1/2022	6/1/2022	TBD	https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave1/	https://docs.microsoft.com/en-us/dynamics365/release-plans/index#pivot=dyn365-relplan&panel=dyn365relplan.
		2020 Release Wave 2		Divest: Execution	N-1	10/1/2020		12/1/2020	10/1/2021	11/1/2021	12/1/2021	TBD	https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/	
		2020 Release Wave 1		Prohibited		4/1/2020					6/1/2021	TBD	https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/	
		2019 Release Wave 2		Prohibited		10/1/2019					12/1/2020	TBD	https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/	12/1/2020 projected prohibited date due to an anticipated projection release, which may be changed as projections change. Features releasing from October 2019 thru March 2020.
		April 19 Release		Prohibited		4/5/2019					6/1/2020	TBD	https://docs.microsoft.com/en-us/business-applications-release-notes/April19/ https://docs.microsoft.com/en-us/dynamics365/release-plans/index	All features were available in the September 2019 update though some were available as early as February 2019 and the release was technically generally available in April 2019 depending on the specific feature of the product. **Note:** The April '19 release signified a key milestone for Dynamics 365. It was the first major update where all customers across Dynamics 365 were on the latest version and on a consistent update schedule. It was also a template of how major updates will be completed in April and October every year. https://support.microsoft.com/en-us/help/30881/modern-lifecycle-policy
		Dynamics 365 for Finance and Operations (on-premises)		Prohibited							12/11/2019	12/31/2027	https://support.microsoft.com/en-us/lifecycle/search?alpha=dynamics%20365 https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/migration-upgrade/on-prem-version-update-policy (Modern Lifecycle Policy) https://docs.microsoft.com/en-us/dynamics365/business-central/product-requirements	365 combines Microsoft business products (CRM & ERP Dynamics AX). Microsoft Dynamics CRM is now known as Dynamics 365 Customer Engagement. Dynamics 365 contains the following applications: Dynamics 365 for Sales; Dynamics 365 for Customer Service; Dynamics 365 for Marketing; Dynamics 365 for Field Service; Dynamics 365 for Project Service Automation. Note: Dynamics 365 for Finance and Operations and Dynamics 365 Business Central cover the ERP needs, such as book-keeping, invoice and order handling and manufacturing. Overall strategy is to let the customers choose the module they need. https://support.microsoft.com/en-us/lifecycle/search?alpha=microsoft%20dynamics Microsoft will support the software through December 31, 2027, at a minimum, but only if the customer keeps the deployed software current according to the policy at the Migration Lifecycle Policy page. https://docs.microsoft.com/en-us/dynamics365/business-central/dev-itpro/terms/lifecycle-policy-on-premises
		2015 (last on-prem version)		Divest: Plan	N-1	2/11/2015			1/14/2020	1/14/2022	1/14/2023	1/14/2025	https://support.microsoft.com/en-us/lifecycle/search/629 https://dynamics.microsoft.com/en-us/migration-program/	Extended support end date 1/14/2025 for Dynamics CRM 2015. After the extended support end date, no further patches or security updates will be available.

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Microsoft	Exchange See Microsoft 365 section for further Exchange guidance.	2019		Approved	N	10/22/2018		10/22/2019	11/1/2022	11/1/2023	12/31/2022	10/14/2025	https://support.microsoft.com/en-us/lifecycle/search/730	**EA Direction** is move to software as a service (SaaS) solutions. **See Microsoft 365 section for further Exchange guidance.** Extended support end date is 10/14/2025.
		2016 Enterprise		Divest: Execution	N-1	10/1/2015			9/1/2020	9/1/2021	12/31/2022	10/12/2025	https://en.wikipedia.org/wiki/Microsoft_Exchange_Server	Runs exclusively on Windows Server operating systems. Extended support end date is 10/14/2025. Mainstream support end date is 10/13/2020.
		2013 Enterprise		**Prohibited**		1/9/2013					4/11/2021	4/11/2023		
		2010 and earlier		**Prohibited**		2/12/2013					10/13/2018	10/13/2020		
Oracle	E-Business Suite	Product 12.2	11	Projected			12/1/2021						https://blogs.oracle.com/ebstech/ebs-resources https://www.oracle.com/a/ocom/docs/ebs-122-premier-support-extended-through-at-least-2032-2021-04-06-final-tried-tagging.pdf http://www.oracle.com/us/products/applications/ebs-suite-12-2-announcement-5172019.pdf	**EA Direction** is to continue upgrading to the newest updates and to move to the cloud as applicable. **12.2 is the long-term support release for Oracle E-Business suite, with Premier Support for 12.2 available through at least 2031** Is Oracle releasing Oracle E-Business Suite as a SaaS (Software as a Service) application? **Oracle has no plans to offer Oracle E-Business Suite as a SaaS solution.** Answers obtained from https://docs.oracle.com/cd/E72030_01/infoportal/ebscfaq.html) https://blogs.oracle.com/support/what-oracle-e-business-suite-and-continuous-innovation-mean-for-your-business https://www.oracle.com/support/lifetime-support/ https://www.oracle.com/us/products/applications/applications-unlimited-1970561.pdf
		Product 12.2	10	Approved	N	9/1/2020		3/1/2021	12/31/2026	12/31/2028	12/31/2030	12/31/2032	http://www.oracle.com/us/products/applications/ebs-suite-12-2-announcement-5172019.pdf https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf (p15 of 113) https://www.oracle.com/support/lifetime-support/	Oracle customers who already own Oracle E-Business Suite licenses may use the Oracle Cloud to host instances of their applications. Oracle's Cloud Infrastructure Compute service uses a "Bring your Own License" model, so customers who wish to use Oracle's infrastructure must already own a valid license to the software deployed on the cloud. https://docs.oracle.com/cd/E72030_01/infoportal/ebsoc.html https://blogs.oracle.com/ebsandoraclecloud/ Extended support includes security alerts and updates. The EBS 12.2.9 release update pack (RUP) is delivered on My Oracle Support as Patch 28840850. Instructions for downloading and applying this latest RUP on top of the EBS 12.2 codeline Correcting dates from August 2020 Oracle document indicates current release is 12.2.8, but a March 2020 EBS roadmap indicates 12.2.9 is most current release
		Product 12.2	9	Approved	N-1	8/1/2019		2/1/2020	9/1/2022	9/1/2023	9/1/2024	12/31/2032	http://www.oracle.com/us/products/applications/ebs-suite-12-2-announcement-5172019.pdf (Shows 12.2.9 is current release) https://blogs.oracle.com/ebstech/ebs-resources https://www.oracle.com/applications/ebusiness/resources.html#announcements	Oracle customers who already own Oracle E-Business Suite licenses may use the Oracle Cloud to host instances of their applications. Oracle's Cloud Infrastructure Compute service uses a "Bring your Own License" model, so customers who wish to use Oracle's infrastructure must already own a valid license to the software deployed on the cloud. https://docs.oracle.com/cd/E72030_01/infoportal/ebsoc.html https://blogs.oracle.com/ebsandoraclecloud/ Extended support includes security alerts and updates. The EBS 12.2.9 release update pack (RUP) is delivered on My Oracle Support as Patch 28840850. Instructions for downloading and applying this latest RUP on top of the EBS 12.2 codeline Correcting dates from August 2020 Oracle document indicates current release is 12.2.8, but a March 2020 EBS roadmap indicates 12.2.9 is most current release
		Product 12.2	8	Divest: Plan		10/1/2018			4/1/2021	4/1/2022	4/1/2023	12/31/2032	https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf (p15)	
		Product 12.2	7	Divest: Execution		9/1/2017				3/1/2021	3/1/2022	12/31/2032		
		Product 12.2	6	**Prohibited**		9/1/2016					3/1/2021	12/31/2032		
		Product 12.2	5	**Prohibited**		10/1/2015					4/1/2020	12/31/2032		Vendor end of support column relates only to 12.2 versions. 12.1 versions end of support is 12/31/2021.

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Oracle	PeopleSoft Financials	Oracle ERP Cloud		Continuous 90 day updates		1/1/2012	N/A	1/1/2021	N/A	N/A	N/A	N/A	https://www.oracle.com/erp/ https://en.wikipedia.org/wiki/Oracle_Enterprise_Resource_Planning_Cloud	**EA Direction** is to continue upgrading to the newest innovation releases. Given the large impact of an ERP software migration, recommend planning well in advance for migration from legacy PeopleSoft to most likely Oracle's ERP cloud. Because cloud updates are every 90days by Oracle, usage in the cloud means you get these updates automagically and do not have to conduct them yourselves, thereby negating the need for tracking of N and N-1 updates. See https://www.oracle.com/erp/move-peoplesoft-to-cloud/ which mentions: "A modern cloud solution that stays current with quarterly updates delivered automatically."
		9.2 codeline	36 FMS / ESA / SCM 19 CRM 35 HCM	Approved	N	6/1/2020		9/1/2020	12/31/2025	12/31/2027	12/31/2029	12/31/2031	https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf https://www.oracle.com/support/lifetime-support/applications-unlimited.html http://www.oracle.com/us/support/library/057419.pdf https://docs.oracle.com/en/ - Documentation	PeopleSoft Financials FMS/ESA/SCM is currently on release 36 and PeopleSoft CRM is on release 19 as of June 2020: https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf Oracle's delivery model for PeopleSoft allows PeopleSoft 9.2 customers to get innovative new capabilities without upgrading. It consists of a regular cadence of delivering product capabilities in the form of PeopleSoft Update Images. PeopleSoft Update Images don't just contain maintenance, fixes, and legal and regulatory updates; they can contain new capabilities as well. **PeopleSoft Update Images are being released approximately every 10 weeks and are cumulative.** This means customers can leverage them regardless of what changes have or have not been previously applied. https://docs.oracle.com/cd/E51537_01/PSFT_Release_Model_Summary.htm PeopleSoft Update Manager (PUM) Homepage requires Oracle login to peruse. https://support.oracle.com/epmos/faces/DocumentDisplay?id=1464619.1 Premier supports ends June 2022 per p10 of 31 in https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf Premier support and extended support both have security patch updates among other updates: https://www.oracle.com/support/lifetime-support/ Oracle Cloud ERP vs Oracle PeopleSoft ERP https://www.g2.com/compare/oracle-financials-cloud-vs-oracle-peoplesoft https://www.trustradius.com/compare-products/oracle-cloud-erp-vs-peoplesoft-financials https://www.btrgroup.com/best-practices-for-moving-peoplesoft-to-oci/
		9.1 and earlier		Prohibited							1/1/2018	12/31/2022		This is not a "continuous innovation" version so the support end dates appear solid. Version 9.**2** is the first version to fall under the new continuous innovation model, hence the 2030 and potentially beyond support dates.
ServiceNow	ServiceNow	Toyko		Projected			12/1/2022						https://community.servicenow.com/community?id=community_search&q=next%20versions%20of%20servicenow	**EA Direction** is to continue upgrading to the newest release. https://hi.service-now.com/kb_view.do?sysparm_article=KB0718545
		San Diego		Projected			7/1/2022						https://community.servicenow.com/community?id=community_search&q=next%20versions%20of%20servicenow	What is your release schedule? We deliver two major releases each year, typically in March and September. How do you name releases? We name our releases after global cities in alphabetical order. The current release is Paris and the previous release was Orlando. https://www.servicenow.com/now-platform/latest-release.html
		Rome		Projected	N	9/16/2021		10/16/2021	4/30/2022	5/30/2022	6/30/2022	9/30/2022	https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/concept/rn-learn-landing-page.html	What is your release schedule? We deliver two major releases each year, typically in March and September. How do you name releases? We name our releases after global cities in alphabetical order. The current release is Paris and the previous release was Orlando. https://www.servicenow.com/now-platform/latest-release.html
		Quebec		Approved	N-1	4/1/2021		5/1/2021	11/30/2021	12/30/2021	1/30/2022	4/30/2022	https://www.servicenow.com/success/instance-upgrades.html https://infocenter.io/servicenow-version-history-release-notes-dates/	ServiceNow has released two versions per year since 2018. https://community.servicenow.com/community?id=community_article&sys_id=0886b5dddb5a3b00d82ffb24399619b4 https://www.servicenow.com/now-platform/latest-release.html
		Paris		Approved		9/16/2020			10/31/2021	11/30/2021	12/31/2021	9/30/2021	https://docs.servicenow.com/bundle/paris-release-notes/page/release-notes/family-release-notes.html https://infocenter.io/servicenow-version-history-release-notes-dates/ https://community.servicenow.com/community?id=community_blog&sys_id=852f7567db429850f21f5583ca9619dc	ServiceNow's support model moved from an N-2 to an N-1 model. **Under the N-1 model,** customers receive support for(the most current version and one major release prior. **Customers have to upgrade without the alternative to opt-out.** The N-1 model will grant your company access to the latest and greatest updates. https://infocenter.io/factors-impacting-servicenows-support-strategy/ Paris early availability was 7/1/2020. Early release begain 5/1/2020. https://webcache.googleusercontent.com/search?q=cache:iVWDS3mNGNMJ:https://hi.service-now.com/kb_view.do%3Fsysparm_article%3DKB0635444+&cd=5&hl=en&ct=clnk&gl=us https://community.servicenow.com/community?id=community_article&sys_id=e22cffe31bd6d050305fea89bd4bcbbf (see bottom of page for PDF link to Paris Fact Sheet - unable to nab URL.
		Orlando		Prohibited		3/11/2020					2/28/2021	3/31/2021	https://docs.servicenow.com/bundle/orlando-release-notes/page/release-notes/family-release-notes.html https://infocenter.io/servicenow-orlando-features/	
		New York		Prohibited		9/1/2019					7/30/2020	9/30/2020		

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Microsoft	SharePoint	See Microsoft 365 section in this roadmap document for further SharePoint information.											https://docs.google.com/spreadsheets/d/1TmrPL2x1o919na_s5_hVA2PUQ5ID62NEB9ZFyqhX6Po/edit#gid=0 https://docs.microsoft.com/en-us/sharepoint/what-s-new/new-and-improved-features-in-sharepoint-server-subscription-edition	**EA direction** is to discontinue reliance on SharePoint as an on-prem custom application development platform, and to continue migrating from on-prem SharePoint to Microsoft 365 in the cloud. **Follow Microsoft 365 guidance for SharePoint as applicable.** https://www.microsoft.com/en-us/microsoft-365/enterprise SharePoint Server Subscription Edition (SE) https://redmondmag.com/articles/2021/07/20/sharepoint-server-subscription-edition-preview.aspx https://techcommunity.microsoft.com/t5/microsoft-sharepoint-blog/a-new-day-for-sharepoint-server/ba-p/2556404 What is the difference between Office 365 and Microsoft 365? Microsoft 365 includes everything you know in Office 365. Microsoft 365 is designed to help people and businesses achieve more with innovative Office apps, intelligent cloud services, and world-class security. https://www.microsoft.com/en-us/microsoft-365/office-365 Based on inquiries with clients, and client survey data, custom applications built in SharePoint Server are a very small part of the workloads that enterprises are shifting from on-premises to the cloud. Digital workplace leaders are — and should be — evaluating other content services platforms as alternatives to SharePoint Online. The Future of SharePoint Online in Office365 by Gartner. In a statement to Office 365 users and reported by Mary Jo Foley in ZDNet, Microsoft stated: "In mid-September, the Office 365 Roadmap will become the Microsoft 365 Roadmap and will move to a new web location. In addition to retaining all the current information and functionality of the existing Office 365 Roadmap, the new site will include Microsoft 365 product features from Windows 10, Enterprise Mobility Suite, and Azure." Aug-24-2018 https://www.cmswire.com/digital-workplace/office-365-and-microsoft-365-roadmaps-combine-slacks-427m-funding-round-more-news/
		Office365		Approved	N	2/27/2013		9/1/2013	See Microsoft 365 Section	See Microsoft 365 Section	See Microsoft 365 Section	See Microsoft 365 Section	https://www.jumpto365.com/blog/how-to-stay-up-to-date-with-office-365-life-cycle-changes https://docs.google.com/spreadsheets/d/1TmrPL2x1o919na_s5_hVA2PUQ5ID62NEB9ZFyqhX6Po/edit#gid=0 https://www.microsoft.com/en-us/microsoft-365/sharepoint/collaboration https://docs.microsoft.com/en-us/ https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-platform-service-description/office-365-us-government/sharepoint https://docs.microsoft.com/en-us/lifecycle/ https://www.technologytobusiness.com/category/microsoft-sharepoint	The Office 365 platform uses a rolling release model; updates to the online components of the service are provided once per quarter. https://en.wikipedia.org/wiki/Office_365 **Moving to the cloud means you no longer control the upgrade, patching, and feature rollout schedule of your enterprise systems.** To be the best Office 365 owner you can be, you're going to have to stay current on everything that's going on in the ecosystem. **Office 365 >> Microsoft 365;** Office 365 Business Essentials >> Microsoft 365 Business Basic; Office 365 Business Premium >> Microsoft 365 Business Standard; Microsoft 365 Business >> Microsoft 365 Business Premium; Office 365 Business >> Microsoft 365 Apps for business Office 365 ProPlus >> Microsoft 365 Apps for enterprise https://www.facebook.com/pg/Office365/posts/?ref=page_internal Microsoft's plan for SharePoint Online is to enable apps and app developers to easily use SharePoint Online content services, in conjunction with Azure Functions and Azure security and identity frameworks. The SharePoint Framework, released in February 2017, is a key tool to achieve this. Microsoft Teams is the vendor's attempt to forge a new cloud collaboration model that uses SharePoint Online as a content services utility for sites, pages, news, lists and libraries. Traditional document-centered and email-enabled collaboration models — such as used by classic SharePoint Server — lack the flexibility and communications options found in the growing array of more modern but disparate tools. Hybrid deployments: Among Gartner clients, hybrid deployments — combining SharePoint Server and SharePoint Online — are not prevalent. These deployments in any case add more complexity to large-scale, on-premises SharePoint installations. Microsoft's goal is to lock customers into Office 365 as soon as possible. The Future of SharePoint Online in Office 365 by Gartner. VAR-719 - DIR-463 https://covgov.sharepoint.com/:w:/r/sites/vitarmg/ppa/_layouts/15/Doc.aspx?sourcedoc=%7B566A7A44-761F-42AD-A721-E8695BB4574B%7D&file=VAR719-DIR463-DOC814-File-Updated%20SPO%20IDD%20-%20Teams%20-%201-23-
		Server	2019	Approved	N	10/22/2018		5/1/2019	7/1/2022	7/14/2023	7/14/2024	7/14/2026	https://support.microsoft.com/en-us/lifecycle/search/935 https://docs.microsoft.com/en-us/lifecycle/products/sharepoint-server-2019 https://docs.microsoft.com/en-us/officeupdates/sharepoint-updates	SharePoint Server is provided to organizations that seek greater control over SharePoint's behavior or design. This product is installed on customers' IT infrastructure. It receives fewer frequent updates, but has access to a wider set of features and customization capabilities. There are currently two editions of SharePoint Server: Standard and Enterprise. These servers may be provisioned as normal virtual/cloud servers **or** as hosted services. https://www.computersupport.com/itanywherelabs/sharepoint-online-on-premises-2019-version-review/
		Server	2016	Approved	N-1	5/1/2016		11/1/2016	7/1/2022	7/14/2023	7/14/2024	7/14/2026	https://docs.microsoft.com/en-us/officeupdates/sharepoint-updates https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=2&filters= https://en.wikipedia.org/wiki/SharePoint https://products.office.com/en-us/sharepoint/collaboration?ms.officeurl=sharepoint&rtc=1	With SharePoint Server hybrid, productivity services in SharePoint in Microsoft 365 can be integrated with on-premises SharePoint Server to provide unified functionality and access to data. For enterprises that want to gradually move their existing on-premises SharePoint Server services to the cloud, SharePoint Server hybrid provides a staged migration path by extending high-impact SharePoint Server workloads to SharePoint in Microsoft 365. https://docs.microsoft.com/en-us/sharepoint/hybrid/hybrid https://docs.microsoft.com/en-us/SharePoint/hybrid/sharepoint-hybrid-sites-and-search?redirectedfrom=MSDN
		Server	2013 and earlier	Prohibited		1/9/2013					4/10/2016	4/10/2018	https://docs.microsoft.com/en-us/officeupdates/sharepoint-updates	Microsoft SharePoint is a cloud-based service that helps organizations share and manage content, knowledge, and applications. https://docs.microsoft.com/en-us/sharepoint/introduction Architecture review documents supporting reliance on the cloud for SharePoint services: GMAS Service Design Doc 1-31-2019.docx; VITA VAR-791 Approved October 2019; VITA VAR-727 Approved October 2017; VITA VAR-413 Approved September 2016.

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Key	Description
	Emerging
	Projected
	Approved
	Divest: Plan
	Divest: Execute
	Prohibited
	Skipped